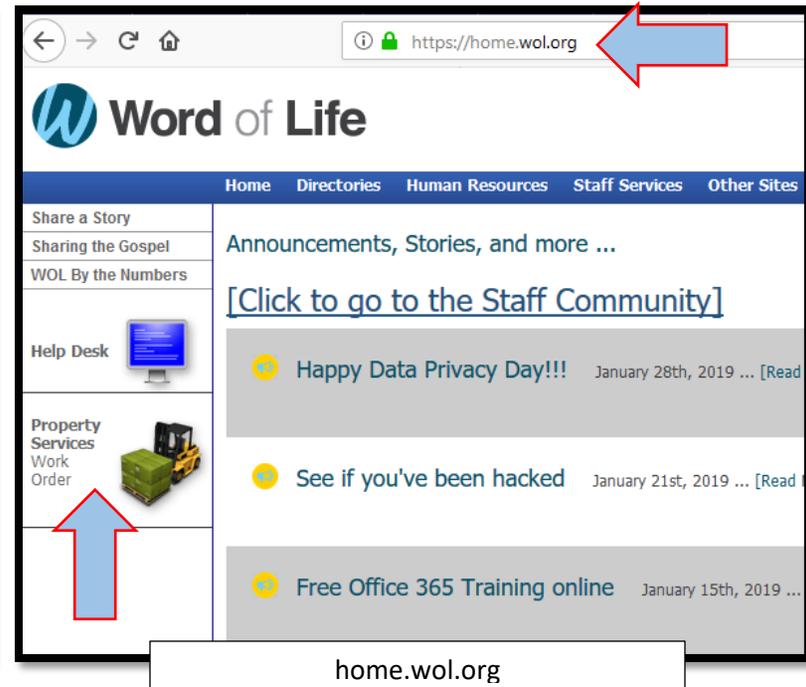
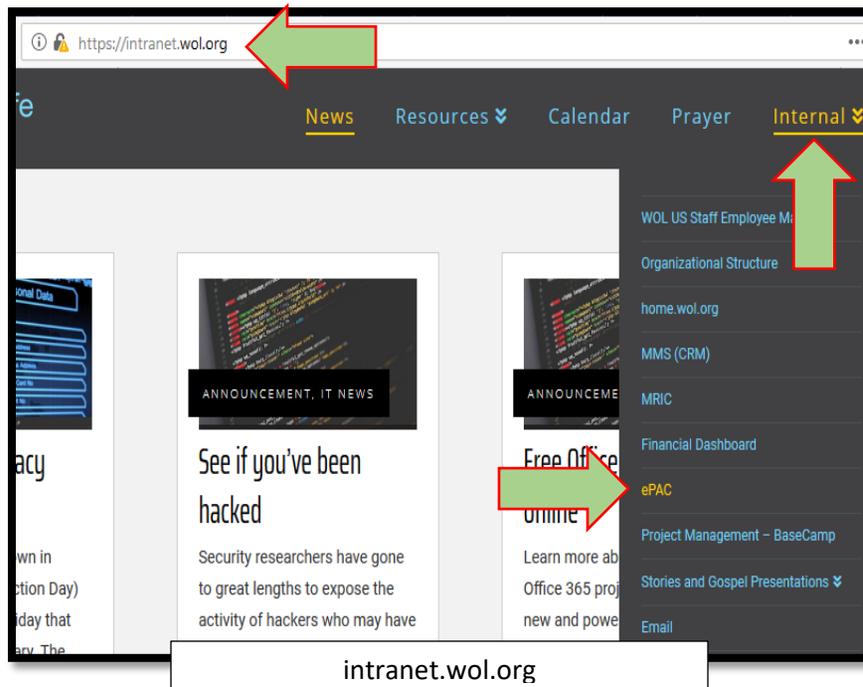


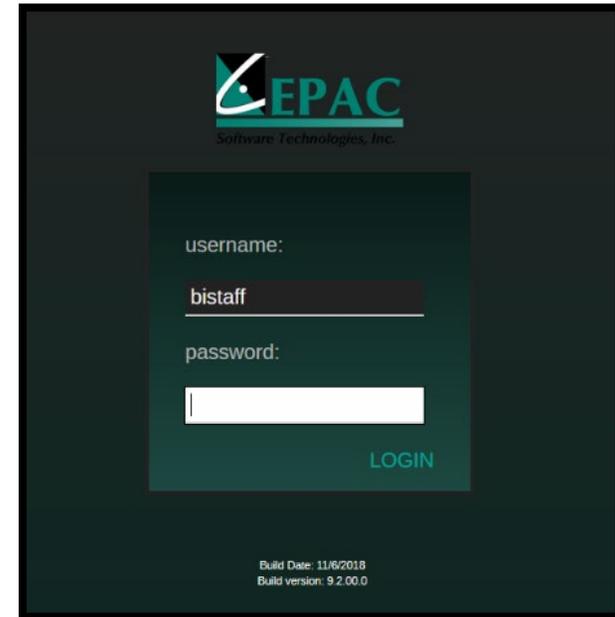
# Word of Life Maintenance Work Order System Introduction

The Work Order System is our communication tool that lets you tell us when you need assistance or if you see something broken that needs to be addressed. When you submit a work order it goes to the Property Services team who will then evaluate and address the issue as needed. When the issue has been resolved you will receive an email that communicates this.

The first step to submitting a work order is logging into our work order system which is called Epac. You can find this by going to the [home.wol.org](https://home.wol.org) page or the [intranet.wol.org](https://intranet.wol.org) page and following the steps that are shown below.



You will then come to the login screen where you will need to put in your credentials to access the system. If you do not have specific, personal login credentials then you will have access through a set of credentials that are broadly used. Most Bible Institute staff will use username: **bistaff** and password: **bistaff** but some areas will use different credentials. We will help you with this if it applies to you.



After you login you will see the screen to the left where you can start to fill in the details for the work request. It is important that you give accurate and detailed information so we can quickly and fully solve the issue.

### Ministry

This area is used to choose which property the work order belongs to. BI/Ranch is most commonly used but there are times when you may need to do a camp property or Property Services. As a note, most vehicles are under Property Services.

Ministry	BI / Ranch -- (WOL Bible Instit... x ▾
Asset	Hungary Room 20 -- (Dorm r... x ▾
Description of Problem	a light bulb is blown.
Job Priority	N -- (Normal Maintenance) x ▾
Requestor	peterlabarr -- (Peter LaBarr) x ▾
Must Complete By:	mm / dd / yyyy
Attachments	Browse... No file selected.

Save Cancel

### Asset

This is where you tell us the exact thing that is broken. It is best if you get the **most accurate asset possible** so we can be sure to find the issue.

For-instance, if Hungary room 20 has a light out you would put the asset “Hungary room 20” not simply “Hungary dorm”. If you find an asset that is not in the system please email us so we can update the system.

### Description of Problem

Here you will explain the issue or your needs. Please be clear and complete with your details. Only put one issue on each work order.

### Job Priority

You have two options here- Normal and Emergency. Normal will be used for most things but there are times when you will need to code orders as emergency. This is primarily reserved for issues that need immediate attention because they are causing, or could cause, extensive or

additional damage to students, guests, staff, our facilities, or the ministry. These tend to be things like the heat is not working, fire hazards, facility flooding and major plumbing issues. A work order can also be coded as emergency if it is job stopping like having a major electrical issue. **If you mark a work order “emergency” you must contact us so we know about it.** Our system does not notify us when an order is submitted so emergencies require both work orders and notification. Phone calls are the best way to communicate about emergencies, if you text or email you must get a response to verify we have received it.

## Requestor

Please put your credentials here, this will allow the system to email updates to you as well as allow us to contact you with questions. Often it defaults to your login credentials, usually “bistaff”. **Please change it to your actual credentials.** If you do not have requestor credentials do not use someone else’s. Please contact the maintenance department to ask for credentials.

## Must Complete By

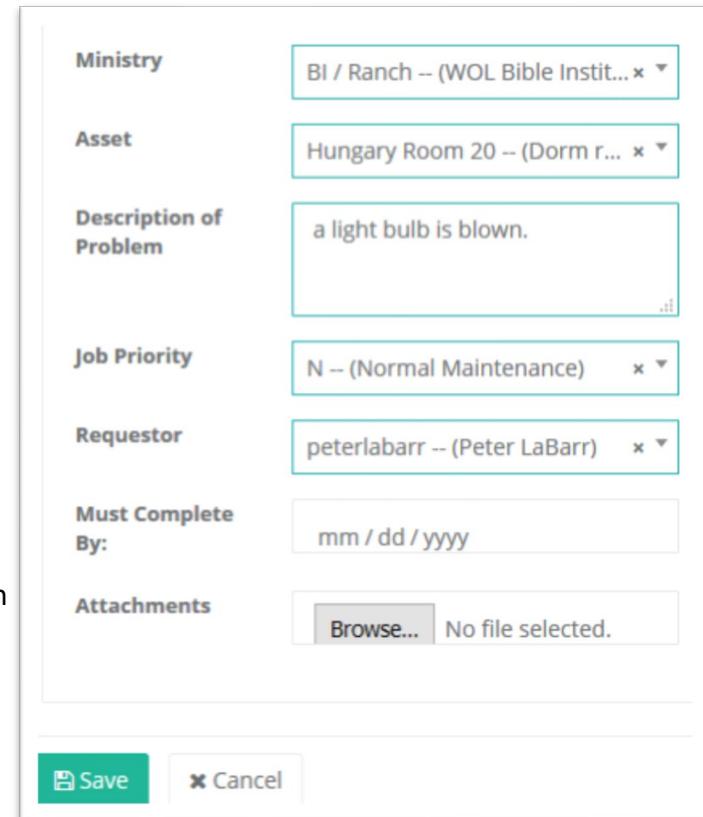
This area is designed to help you communicate the due date of a work order. Not all work orders have specific times they need to be done by so please only use this if it does have a specific date. The date put here should be when this work order status would change from “normal” to “emergency” because it will become job stopping if it is not complete.

## Attachments

In this area you can attach documents or pictures to help us find and diagnose the issue. If you are submitting a work order with your phone it is **critical that you take the picture with your phone outside of the work order page** as you would usually take any other picture. After you take that picture you **then attach it** to the work order. If you take the picture through the work order page it does not submit correctly.

## Save

When you are done please save the order. A message will appear to confirm it as well as give you the work order number.



The screenshot shows a web form for creating a work order. It includes several fields: 'Ministry' (dropdown menu showing 'BI / Ranch -- (WOL Bible Instit... x v)'), 'Asset' (dropdown menu showing 'Hungary Room 20 -- (Dorm r... x v)'), 'Description of Problem' (text area containing 'a light bulb is blown. :|'), 'Job Priority' (dropdown menu showing 'N -- (Normal Maintenance) x v'), 'Requestor' (dropdown menu showing 'peterlabarr -- (Peter LaBarr) x v'), 'Must Complete By:' (text input field with placeholder 'mm / dd / yyyy'), and 'Attachments' (a 'Browse...' button and the text 'No file selected.'). At the bottom, there are two buttons: a green 'Save' button and a white 'Cancel' button with a close icon.

## Notes

- If you have multiple needs please write multiple work orders, each issue needs to have its own work order. This allows us to organize better, thoroughly track data, and more effectively communicate updates to you.
- There is now a mobile friendly website so you can easily submit work orders from your phone as well as attach necessary pictures and documents. While we do not have an app, you can easily go to the website by typing in ***epac.wol.org/epac9***. If you are using your phone you can make a shortcut of the work order page so you can quickly submit work orders on the go.
- Emergencies- If you come across an emergency, we need you to contact the maintenance department as well as submit a work order. If the emergency need is outside normal operating hours (weekdays, 8-5) please contact the person that is on-call for that week.
- General maintenance/Operations- If you find anything broken or that needs attention please put a work order in. If it is not an emergency then this is all you need to do. There is no need to contact us directly for most maintenance needs.
- Phone system- The IT department takes care of our phone system so if an issue arises involving anything in this system you need to put in a help desk request at [home.wol.org](http://home.wol.org).
- Internet- If you have difficulties with the internet you need to contact our IT department with a Help Desk request.
- Housekeeping needs- If you have housekeeping or supply needs please contact the Housekeeping department by email, phone, or visiting their office. They are a different office than Maintenance so please do not submit a work order for Housekeeping needs.
- If you have any questions about our policies or system, or you need to get added to our system as a requestor please email me at [pnlabarr@wol.org](mailto:pnlabarr@wol.org).